

2014 Accomplishments for Michigan Department of Human Service

Children's Services

- Moved closer to emerging from under federal oversight of the state's child welfare system. Among the related accomplishments:
 - Reduced number of children placed in foster care below 13,000.
 - As of Sept. 30, 2014, 99.4 percent of child welfare workers employed by DHS and its private agency partners had met the requirement of at least 32 hours of in-service training during fiscal year 2014.
 - As of the April 2014 caseload count, DHS had exceeded caseload ratio requirements for Children's Protective Services investigations, ongoing, licensing and supervisors – with more than 95 percent of staff in all categories meeting the ratios.
 - Providing Safety by Design training for all DHS child welfare staff. It was developed by Children's Protective Services in coordination with the Office of Family Advocate. This training focuses on two key initiatives – Improving safety assessment and planning and improving investigations and case planning on threatened harm policy and birth match complaint assignments. Practice in the field around these issues has already begun to improve.
 - Piloting uses of predictive analytics to determine which families/children are most at risk for abuse and neglect.
- Successfully implemented Michigan Statewide Automated Child Welfare Information System (MiSACWIS) on April 30, providing better case management tools for child welfare system employees and courts – including the ability to share case data in real time online.
- Expanded School-Justice Partnership that is working to eliminate the school-to-prison pipeline. The partnership now has 80 involved counties with 53 local plans developed on keeping children in school. Additionally, the Michigan model/approach for addressing the School-to-Prison pipeline was highlighted nationally at the National Leadership Summit on School Discipline and Climate in October.
- Division of Continuous Quality Improvement fully implemented the Quality Service Review, a nationally recognized approach to evaluating front-line child welfare practice, with a focus on children's safety and well-being and finding them permanent homes.
- Michigan was one of 4 states selected to participate in National Governors Association Learning Lab on Improving Outcomes for Justice-Involved Youth, which will make recommendations on improvements to the juvenile justice system.
- Worked with legislators to gain approval of Public Act 243 of 2014, which amends the Office of Children's Ombudsman Act to provide the ombudsman's office with the ability to request documents and records in the same manner as provided to the DHS. These amendments remove an unnecessary layer of bureaucracy in the child fatality review process.
- Worked with legislators to gain approval of Safe Sleep Act. The act requires hospitals and health professionals to provide parents readily understandable information and educational materials regarding infant sleep practices. DHS also agreed to safe sleep partnerships with Detroit Medical Center, Sparrow Hospital and DeVos Children's Hospital that call for additional steps to educate parents of newborns about the importance of safe sleep.
- Worked with the attorney general's office to achieve passage of a package of bills to fight human trafficking. Among other things, the bills require a supervising agency to identify and treat children that are subjected to trafficking, require Medicaid coverage for trafficking victims and require agencies to consider a history of trafficking when placing a child in foster care or adoption.
- The Children's Trust Fund 12th annual Pam Posthumus Annual Signature Auction brought together more than 500 policymakers, business leaders, advocates and others to raise more than \$500,000.
- Improved services for adopted youth and their families. Included are post-adoption resource centers that provided services to more than 2,000 families and expansion of the Michigan Youth Opportunity Initiative programming to older youths in foster care with the addition of three more sites, resulting in a total of 34 sites in 64 counties. An additional 250 new youths were enrolled statewide, resulting in more than 700 youth actively enrolled in 2014.

- In 2014 the Fostering Futures scholarship fundraising led by the Michigan Education Trust in conjunction with DHS raised more than \$227,000 for this scholarship fund. This successful fundraising created further opportunities for education attainment for almost 400 foster youth attending higher education institutions.

Adult Services

- On Aug. 1, DHS Centralized Intake became responsible for all screening decisions on reports pertaining to the abuse, neglect or exploitation of vulnerable adults in the state. This resulted in a consistent, statewide response to the protection of these residents at risk of harm.
- Criminal background checks for Home Help providers were implemented through a partnership between the Michigan Department of Community Health and DHS.
- As a result of effective consultation with licensees and other partners, adult foster care licensing experienced a 2% decrease in complaints from 2013 and a 20% decrease in disciplinary actions.
- The Michigan Model Vulnerable Adult Protocol was submitted, resulting in an agreement between prosecutors, law enforcement and DHS to prosecute perpetrators of abuse, neglect and exploitation of vulnerable adults.

Public Assistance/Self-Sufficiency

- Pathways to Potential continued to expand and reduce school attendance issues. Through Pathways, caseworkers are now in 207 schools in 21 counties. For the 2013-14 school year, chronic absenteeism in Pathways schools decreased 33 percent.
- The work participation rate for cash assistance clients increased to 62 percent – a record high and far more than the 22 percent rate prior to DHS implementing the PATH (Partnership. Accountability. Training. Hope.) program to remove obstacles to these clients finding jobs.
- Worked with the Michigan Department of Community Health in the successful implementation of Healthy Michigan Plan, enrolling more than 450,000 beneficiaries.

Anti-Fraud Efforts

- Worked with Social Security Administration to create the Cooperative Disability Investigation Unit to investigate fraud in disability applications. Since being formed in August, the unit has already saved taxpayers more than \$118,000 and investigated 22 fraud allegations.
- Saved taxpayers more than \$126 million as a result of efforts to prevent and investigate fraud.

Disability Services

- Worked with employers and disability advocates on the Better Off Working Report that was released in August. The report focuses on steps to improve the likelihood of success for people with disabilities in the workforce.

Child Support

- Launched MiChildSupport, a mobile website for child support customer self-service that provides the opportunity to apply for child support services online.
- Created child support program performance dashboards that allow decision-making that is more data-driven. The Office of Child Support created a record-high 69% of child support in the month it was due in fiscal year 2014.
- Reinvented the child support case intake process, making the state more responsive to customers and more effective in getting child support orders to the prosecuting attorney to establish. There has been a 36% increase in productivity, customer wait times have gone from weeks to 5 minutes on average, and complaints have been reduced by 90%.